

EBT Parent Pay
Frequently Asked Questions (FAQ) From Child Care Providers
August 2015

- 1) *If a family is determined eligible, how long will it take for a card to be mailed to the family, and how long will it take for a provider to get the payment?***

New EBT Authorizations will be transmitted to the EBT Vendor (FIS) on a daily basis. FIS will mail the EBT Card to the family within 1 (one) business day after FIS receives the EBT Authorization file. The parent must activate the card. The child care funds will be available to the parent immediately upon card activation.

Assuming that the provider is already enrolled with FIS, after the parent initiates the payment, the funds will be electronically transmitted to the provider's bank account within 2-3 banking business days.

- 2) *How will FIS know the provider's bank account?***

During rollout of the project, and periodically thereafter, the Department of Children and Families (DCF) will send an electronic file of information about all child care providers to FIS. FIS will outreach child care providers and will send each provider an EBT contract. The contract and other information that the provider sends back to FIS will include the provider's bank account information.

- 3) *If a family has more than one child receiving child care subsidy benefits, will each child have a separate card?***

No. Each family will have a single card that is issued to the primary cardholder. The per-child EBT Authorization will be loaded on the card for each child in the family.

- 4) *What if there is a change in the family's child care needs? (For Example: Another child needs child care, or there is an increase or decrease in the hours of care that a child needs, or the parent wants to change providers?)***

Any change in the family's child care needs will require that the parent contact the local county or tribal child care agency to have a new EBT Authorization created for an additional child, or a child's existing EBT authorization changed to a different provider or amount.

- 5) *Does this mean that Attendance-Based authorizations will go away, and all EBT Authorizations will be Enrollment-Based?***

The terms *attendance-based* and *enrollment-based* will not be relevant under Parent Pay. Instead each EBT authorization will be written based on the family's future or prospective need for child care in an average week. The weekly amount will be multiplied by 4.333 to make it a monthly amount.

- 6) *I have heard that the YoungStar Tiered Reimbursement for 4 Star and 5 Star providers will be issued to the parents via the EBT card. Is that true?***

Yes. When the authorization amount is loaded to the card each month, the amount will include both the subsidy amount and the YoungStar Tiered Reimbursement amount for 4 Star and 5 Star child care providers. Likewise, the 5% YoungStar downward adjustment for 2 Star providers will be deducted from the subsidy amount that is loaded to the EBT card.

7) *I have heard that the amount on the EBT Card will be capped at the provider's private pay rate. Is that true?*

Yes. If the subsidy amount plus the YoungStar quality adjustment exceeds the provider's private pay rate (excluding fees that are not allowed under Wisconsin Shares policy), the amount on the EBT card will be capped so it does not exceed the provider's private pay rate.

8) *How will we be sure that the parent pays providers the full subsidy amount, plus the YoungStar Tiered Reimbursement, plus the parent's share/copayment amount?*

The EBT Parent Pay model is intended to more closely mirror private pay model. The provider is responsible to work with the parent to ensure payment. It is the parent's responsibility to honor the contracts that they establish with the child care provider.

9) *Why was the decision made to place the YoungStar Tiered Reimbursement on the EBT card with a cap?*

This will make the EBT Parent Pay model more closely mirror private pay practices. Under EBT Parent Pay, we want parents to understand the costs and the benefits of selecting high-quality care. Using this method, usually, a parent would have more money loaded on their EBT card if they choose a higher-rated provider.

10) *I'm afraid that some parents won't pay me on time. Can I hold the EBT Card or have the parent's password so I can be sure that my payment is made?*

No. It is the parent's responsibility to make the payment. Providers may not hold a parent's EBT Card, nor may a provider ask a parent for the parent's password. All payment transactions must be made by the parent.

11) *What if a parent who is receiving benefits through the Shares program does not pay me for care provided?*

Providers are encouraged to enter into contracts with parents that set out the terms for payment. If a parent fails to pay the provider, the provider will use standard business practices to collect unpaid child care amounts from parents.

12) *Will providers be able to request that the parent pay for the full month?*

Providers are responsible to develop business practices and engage parents in the payment process. If a provider's business practice is to collect the full monthly payment from the parent, that arrangement is between the parent and the provider is acceptable.